USER MANUAL

EAR-SETS FOR WIDEX BTE HEARING AIDS

WIDEX®

HIGH DEFINITION HEARING

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INTRODUCTION

This booklet provides an overview of different ear-set solutions available for Widex behind-the-ear (BTE) hearing aids. An ear-set consists of an ear-tip or ear-mold attached to a tube or an earwire. The ear-set is used to channel sound from the behind-the-ear hearing aid into the ear canal.

WARNING

This booklet contains important information and instructions regarding your ear-set, and complements the user instructions for your hearing aid. In addition to the user instructions for your hearing aid, please be sure to read the sections in this booklet that apply to your ear-set solution before you start using the hearing aid.

NOTE

Your ear-set may not look exactly as illustrated in this booklet. We also reserve the right to make any changes considered necessary.

OVERVIEW AND CHECK BOXES

Your hearing care professional should check the box of the chosen solution.

Instant ear-tips

Instant receiver ear-tip & RIC earwire	
❑	Instant receiver open ear-tip, for RIC M
❑	Instant receiver tulip ear-tip, for RIC P & M
❑	Instant receiver double ear-tip, for RIC P & M
❑	Instant receiver open ear-tip, for RIC 1
❑	Instant receiver tulip ear-tip, for RIC 1
❑	Instant receiver double ear-tip, for RIC 1
❑	Instant receiver flex ear-tip, for RIC 1

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The wax guard	44
The anchor	49
Troubleshooting	58
Maintenance	62

Hearing aid model:_____

Earwire/tube size: Left_____ Right _____

Ear-tip size: Left_____ Right _____

Instant ear-tip & élan tube	
❑	Instant open ear-tip, for élan tube
❑	Instant tulip ear-tip, for élan tube
❑	Instant double ear-tip, for élan tube

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Hearing aid model:_____

Earwire/tube size: Left_____ Right _____

Ear-tip size: Left_____ Right _____

cont.

Custom ear-tips

Custom receiver ear-tip & RIC earwire	
❑	Custom receiver open hard ear-tip, for RIC M
❑	Custom receiver hard ear-tip, for RIC P, M & 1
❑	Custom receiver soft ear-tip, for RIC P, M & 1

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Custom ear-tip & élan tube	
❑	Custom open hard ear-tip, for élan tube
❑	Custom flex hard ear-tip, for élan tube
❑	Custom flex soft ear-tip, for élan tube

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Hearing aid model:_____

Earwire/tube size: Left_____ Right _____

Custom earmolds

Custom receiver earmold & RITE earwire	
❑	Custom hard earmold, Regular sound bore, for RITE
❑	Custom hard earmold, Output Extender, for RITE

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Custom earmold & classic tube	
❑	Custom open hard classic mold, for classic tube
❑	Custom flex hard classic mold, for classic tube
❑	Custom flex soft classic mold, for classic tube

Sections to read	from page
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Hearing aid model:_____

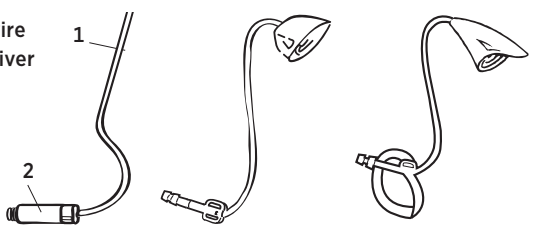
Earwire/tube size: Left_____ Right _____

INSTANT EAR-TIPS

The instant ear-tip is used with a **RIC** earwire or an **élan** tube, depending on the hearing aid model. In a RIC solution, the receiver or loudspeaker of the hearing aid is placed at the end of the earwire. In an élan solution, the receiver is located inside the hearing aid housing. Under "Overview and Check Boxes", you can see which solution has been chosen for you.

RIC **élan *m*-models** **élan 9-models**

1. Earwire
2. Receiver

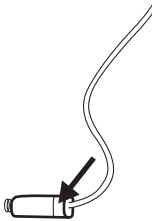


Open ear-tip

Double ear-tip

Tulip ear-tip

Flex ear-tip

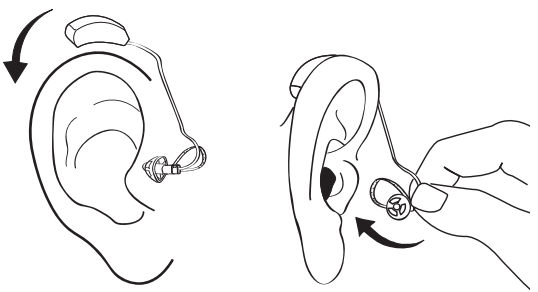


Left/right identification

The illustration shows an earwire. Earwires/tubes are available in different lengths for the right and left ear, respectively. The individual size is printed on the earwire/tube (see arrow). Red print indicates that it is for the right ear, and blue print that it is for the left ear.

Positioning the hearing aid and instant ear-tip

The illustrations show an open ear-tip, but the same procedure is used for the other instant ear-tip types.



Place the hearing aid behind the ear, so that the ear-wire/tube rests comfortably on the ear, close to your head.

Insert the ear-tip into the ear canal while holding the lower part of the earwire/tube.

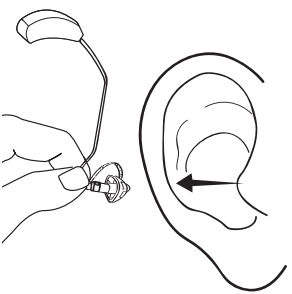
If you have a **tulip** ear-tip, make sure that the larger leaf is positioned over and overlaps the smaller leaf.

An anchor is used for some instant ear-tips to help secure the ear-set in the ear. Please refer to page 49 for further information.

Removing the hearing aid and instant ear-tip

Remove the hearing aid from its position behind the ear.

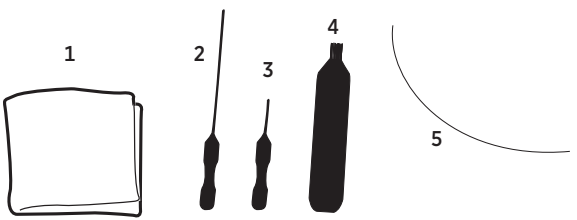
Carefully pull the ear-tip out of the ear canal, while holding the lower part of the earwire/tube.



Cleaning

Cleaning accessories*.

1. Cloth
2. Long wax removing tool
3. Short wax removing tool
4. Brush
5. Cleaning thread



Contact your hearing care professional if you need additional supplies of cleaning accessories.

** Selection depends on ear-set type.*

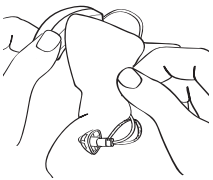
The ear-set

Make sure that your ear-set is always clean and free of earwax, moisture and the like.

WARNING

Never use alcohol or other cleaning solutions to clean the ear-set, as this can discolour it.

The RIC earwire

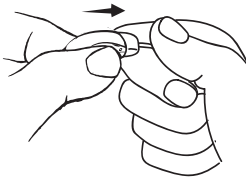


Clean the earwire with the cloth after use.

WARNING

Never use water or cleaning solutions to clean the earwire.
The receiver must **never** come into contact with water, as this can damage the receiver.

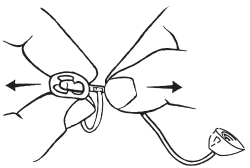
If dirt has collected on the receiver, use the cloth to remove it, after first pulling the receiver out of the ear-tip.



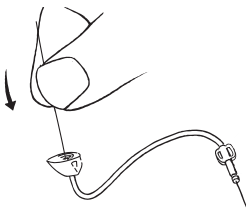
The élan tube - for *m*-models

Cleaning a blocked tubing:

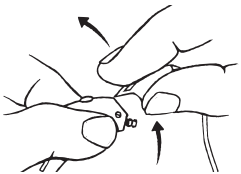
Grip the hearing aid between your thumb and index finger. With your other hand grip the tubing and pull straight apart as indicated by the arrow. Alternatively, a small tool is available for removing the tubing. Contact your hearing care professional if you want more information.



Pull the ear-tip off the tubing. The illustrations show an open ear-tip.



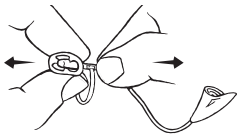
Pass the cleaning thread through the tubing. Pull the thread out at the other end.



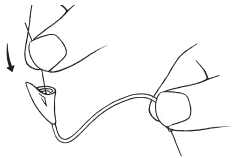
The élan tube - for 9-models

Cleaning a blocked tubing:

Lift the ear-set off the hearing aid in a slanting, backward movement, as shown.



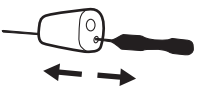
Pull the ear-tip off the tubing. The illustrations show an instant open ear-tip.



Pass the cleaning thread through the tubing. Pull the thread out at the other end.

The instant ear-tips

Flex ear-tip: First remove the NanoCare wax guard (see page 45), then use the wax guard holder to push the receiver out of the ear-tip.



Clean the vent with the long wax removing tool (no. 2), as illustrated.

Clean the sound bore with the short wax removing tool (no. 3), as illustrated.

Open, tulip, double & flex ear-tip:
If necessary, the ear-tip can be rinsed thoroughly in lukewarm water, **after disconnecting it from the rest of the ear-set.** Allow it to dry overnight.

WARNING
Never use cleaning solutions to clean the ear-tip, as this can discolour it.

Ear-tips in which a receiver is inserted use a wax guard. Please refer to page 44.

Changing the ear-set parts

The ear-set parts should be changed as required. The life of an ear-set is individual. Consult your hearing care professional for advice on how often you should change your ear-set parts.

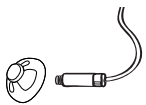
For further supplies of ear-sets, or if the ear-tip size no longer fits your ear, contact your hearing care professional.

Placing the new/clean ear-tip on the ear-set
Gently insert the earwire/tubing into the ear-tip. It is very important to ensure that the ear-tip is firmly secured.

Flex ear-tip:
The right/left identification mark should still be visible. See arrow.

Open, tulip, double ear-tip:

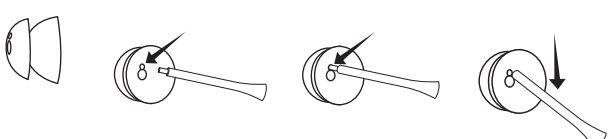
NOTE
Some ear-tips have a short inner collar. When inserting the receiver into an ear-tip with a short collar, you should feel it click into place.



The instant receiver **double** ear-tip may be provided with a vent. If a closed solution has been chosen, the vent will be blocked by a vent block.

When you replace the ear-tip, you will therefore also need to insert a new vent block.

Insert the pointed end of the block all the way into the vent from the inside, as shown. Break off the pointed end. Make sure it sits securely in the vent.

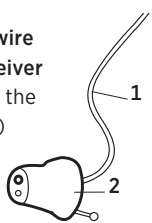


CUSTOM EAR-TIPS

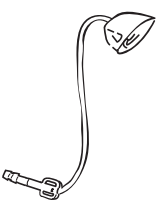
The custom ear-tip is used with a **RIC** earwire or an **élan** tube, depending on the hearing aid model. In a RIC solution, the receiver or loudspeaker of the hearing aid is placed at the end of the earwire, inside the ear-tip. In an élan solution, the receiver is located inside the hearing aid housing. Under “Overview and Check Boxes”, you can see which solution has been chosen for you.

RIC

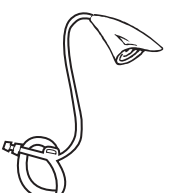
1. Earwire
2. Receiver
(inside the ear-tip)



élan *m*-models



élan 9-models



Hard ear-tip

Flex hard ear-tip

Soft ear-tip

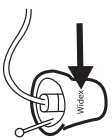
Flex soft ear-tip

Open hard ear-tip (RIC)

Open hard ear-tip

Left/right identification

Earwires/tubes are available in different lengths for the right and left ear, respectively. The individual size is printed on the earwire/tube. Red print indicates that it is for the right ear, and blue print that it is for the left ear.



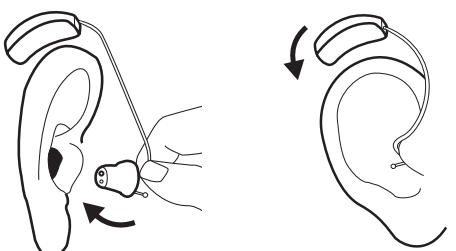
The hard ear-tip has ”Widex” printed on it (see arrow). Red print indicates that it is for the right ear, and blue print that it is for the left ear.

Similarly, the soft ear-tip will have either a red or a blue dot.

Positioning the hearing aid and custom ear-tip

Insert the ear-tip into the ear canal while holding the lower part of the earwire/tube. It may also help to pull the outer ear backwards and upwards with the opposite hand.

Place the hearing aid behind the ear, so that the hearing aid and earwire/tube rest comfortably on the ear, close to your head.

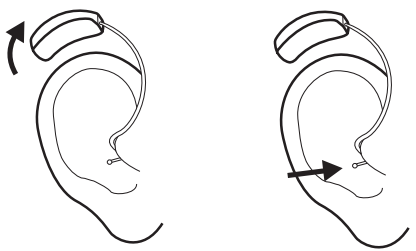


A trimmed integrated anchor is used in the élan solution for 9-model hearing aids to help keep the ear-tip correctly positioned. Please refer to page 57 for further information.

Removing the hearing aid and custom ear-tip

Remove the hearing aid from its position behind the ear.

Take hold of the extraction cord and carefully pull the custom ear-tip out of the ear canal.



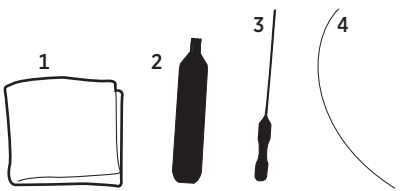
CAUTION

Do not pull the earwire/tubing to remove your hearing aid. Use the extraction cord.

Cleaning

Cleaning accessories*.

1. Cloth
2. Brush
3. Wax removing tool
4. Cleaning thread



Contact your hearing care professional if you need additional supplies of cleaning accessories.

** Selection depends on ear-set type*

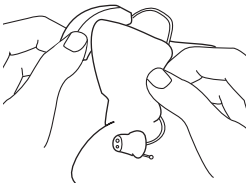
The ear-set

Make sure that your ear-set is always clean and free of earwax, moisture and the like.

WARNING

Never use alcohol or other cleaning solutions to clean the ear-set, as this can discolour it.

The RIC earwire



Clean the earwire with the cloth after use.

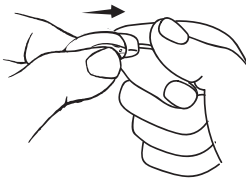
WARNING

Never use water or cleaning solutions to clean the earwire, as it can damage it.

The receiver must **never** come into contact with water, as this can damage the receiver.

CAUTION

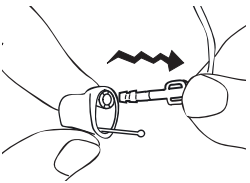
Never attempt to disconnect the earwire from the custom ear-tip as this can break the connection between the earwire and the ear-tip.



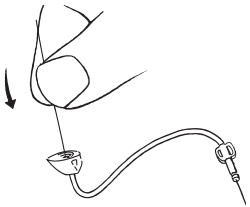
The élan tube – for *m*-models

Cleaning a blocked tubing:

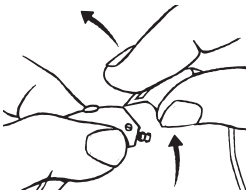
Grip the hearing aid between your thumb and index finger. With your other hand grip the tubing and pull straight apart as indicated by the arrow. Alternatively, a small tool is available for removing the tubing. Contact your hearing care professional if you want more information.



Carefully pull the custom ear-tip off the tubing, wriggling the tip of the tubing gently.



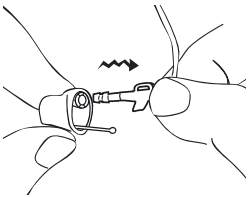
Pass the cleaning thread through the tubing. Pull the thread out at the other end.



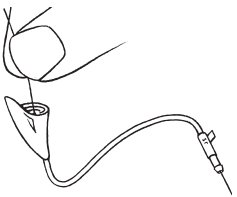
The élan tube - for 9-models

Cleaning a blocked tubing:

Lift the ear-set off the hearing aid in a slanting, backward movement, as shown.

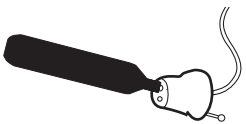


Carefully pull the custom eartip off the tubing, wriggling the tip of the tubing gently.



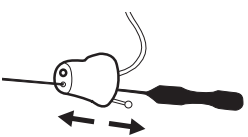
Pass the cleaning thread through the tubing. Pull the thread out at the other end.

The custom ear-tips



With RIC earwire

If dirt has collected on the custom ear-tip, remove and discard the wax guard (see page 45). Do not attempt to clean the wax guard. Use the small brush or cloth to remove any remaining debris from the opening of the ear-tip.



If your custom hard ear-tip is provided with a vent, use the wax removing tool to clean the vent.

The custom soft ear-tip may be provided with an exterior vent. Use the small brush to clean the vent.

CAUTION

Never attempt to disconnect the earwire from the custom ear-tip as this can break the connection between the earwire and the ear-tip.

With élan tube

If necessary, the ear-tips used with élan tubing can be rinsed thoroughly in lukewarm water **after disconnecting it from the rest of the earset.** Allow it to dry overnight.

Ear-tips in which a receiver is inserted use a wax guard. Please refer to page 44.

Changing the ear-set parts

RIC earwire:
Changing an earwire requires special tools and experience. We recommend that you consult your hearing care professional when the earwire needs replacement.

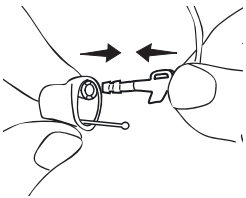
> ⚠ **WARNING**
> **Do not attempt to change the earwire yourself as this can break the connection to the receiver or the hearing aid.**

If the ear-tip no longer fits your ear, contact your hearing care professional.

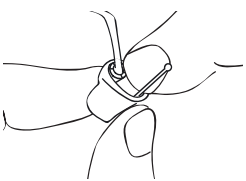
élan tube:
The tubing should be changed as required. Consult your hearing care professional for advice on how often you should change the tubing.

For further supplies of tubing or if the custom ear-tip no longer fits your ear, contact your hearing care professional.

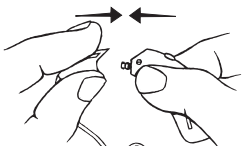
Placing the new/clean ear-tip on the élan ear-set
On page 57 you can see how to trim the anchor.



Hold the custom ear-tip between two fingers, with the extraction cord downwards. Hold the tubing with the other hand as illustrated. Gently press the tubing into place in the custom ear-tip.



Use your fingernail to press the tubing in as far as it will go so that it is securely fastened.

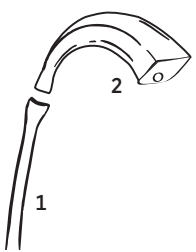


Click the ear-set onto the top of the hearing aid as illustrated.

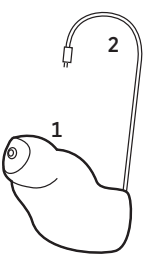
CUSTOM EARMOLDS

The custom earmold is used with a **RITE** earwire or a **classic** tube, depending on the hearing aid model. In a RITE solution, the receiver or loudspeaker of the hearing aid is placed at the end of the earwire, inside the earmold. The classic tube is attached to an earhook on the hearing aid, while the receiver is located inside the hearing aid housing. Under “Overview and Check Boxes”, you can see which solution has been chosen for you.

1. Classic tube
2. Earhook

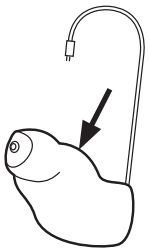


1. Custom receiver hard earmold
2. Earwire



Classic mold

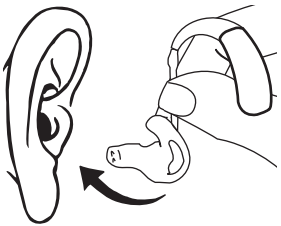
Custom receiver hard earmold



Left/right identification

The custom receiver hard earmold has ”Widex” printed on it. Red print indicates that the earmold is for the right ear, and blue print indicates that it is for the left ear.

Positioning the hearing aid and earmold

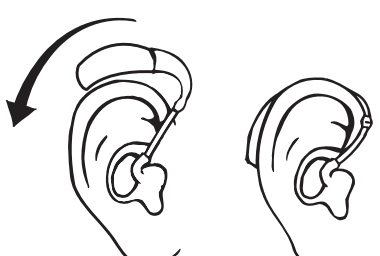


Insert the **classic mold** in the ear canal while holding the lower part of the tubing.

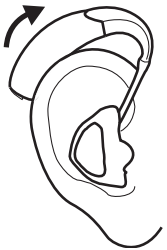
If you have a **custom receiver hard earmold**, hold the earmold with your thumb and forefinger and slowly guide it into your ear canal until you feel resistance. Let go of the earmold and use the tip of your forefinger to gently push it into your ear until it rests comfortably in your ear canal.

To help position the earmold properly you could pull the outer ear backwards and upwards with the opposite hand.

Place the hearing aid behind the ear, so that the tubing/earwire rests comfortably on the ear, close to your head.



Removing the hearing aid and earmold



Remove the hearing aid from its position behind the ear.

Carefully pull the **classic earmold** out of the ear canal, while holding the lower part of the tubing.

If you have a **custom receiver hard earmold**, hold it with your thumb and forefinger and pull gently.

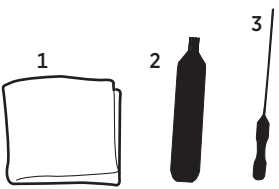
WARNING
Do not pull the earwire to remove the custom receiver hard earmold, as this can damage the receiver.

If it is difficult, you can try to move the earmold carefully from side to side. It may also help to pull the outer ear backwards and upwards with the opposite hand.

Cleaning

Cleaning accessories*.

1. Soft cloth
2. Brush
3. Wax removing tool



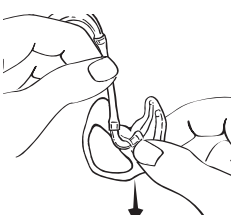
Contact your hearing care professional if you need additional supplies of cleaning accessories.

** Selection depends on ear-set type*

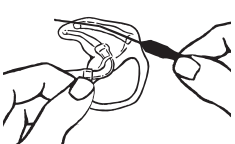
The ear-set

Make sure that your ear-set is always clean and free of earwax and moisture.

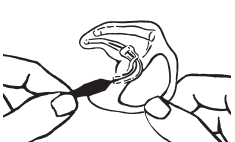
> **WARNING**
> **Never** use alcohol or other cleaning solutions to clean the ear-set as this can discolour it.
> The **custom hard earmold** in which the receiver is placed must never come into contact with water, as this can damage the receiver.



Classic earmold:
Disconnect the earmold from the tubing.

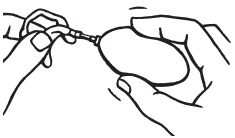


Clean the vent with the wax removing tool.



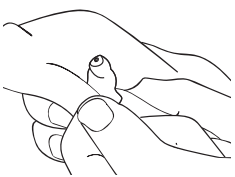
Clean the sound bore with the wax removing tool.

At least once a week disconnect the earmold from the tubing and rinse the earmold thoroughly in lukewarm water. Allow it to dry overnight.



If there is still moisture in the earmold, use a blower or similar to blow it dry **before** attaching the earmold to the tubing.

Custom receiver hard earmold



Clean your earmold with the soft cloth after use to keep it dry and clean of earwax or dirt.

The sound outlet

It is important that the sound outlet is not blocked by earwax. If it is blocked, change the wax guard (see page 45). Do not attempt to clean the wax guard.

The vent

If your earmold is provided with an exterior vent, use the brush to clean it.

> **WARNING**
> The earmold in which the receiver is placed must **never** come into contact with water, as it can damage the receiver.

The earwire

Clean the earwire with the cloth after use.

> **WARNING**
> **Never** use water or cleaning solutions to clean the earwire, as it can damage it

> **CAUTION**
> **Never** attempt to disconnect the earwire from the custom earmold as this can break the connection between the earwire and the earmold.

Changing the ear-set parts

Classic earmold
If your ear-set tubing becomes slack, stiff, yellow or cracked, replace the tubing.

For further supplies of tubing or if the earmold no longer fits your ear, contact your hearing care professional.

Custom hard earmold
Changing an earwire requires special tools and experience. We recommend that you consult your hearing care professional when the earwire needs replacement.

> ⚠ **WARNING**
> **Do not attempt to change the earwire yourself as this can break the connection to the receiver or the hearing aid.**

If the custom hard earmold no longer fits your ear, contact your hearing care professional.

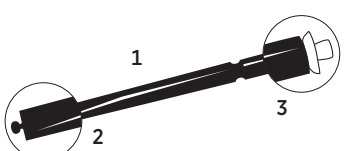
THE WAX GUARD

A wax guard is used with RIC and RITE solutions, in which the receiver sits in the ear-tip/earmold.

The wax guard helps to protect the hearing aid against earwax. Always use NanoCare wax guards with your hearing aid if you have a RIC solution, and CeruSTOP XL wax guards if you have a RITE solution, otherwise the warranty for your hearing aid will be void.

The illustration shows a NanoCare wax guard. The wax guard system consists of the following parts:

1. **Holder**
2. **Removal hook**
3. **Wax guard**



CAUTION
The wax guard is disposable and for one-time use only. Do **not** attempt to clean or reuse a wax guard. This could damage your hearing aid and/or cause the wax guard to become dislodged in your ear.

Changing the wax guard

Custom receiver ear-tips/earmolds

CAUTION
Do **NOT** remove the ear-tip/earmold from the earwire.

Instant receiver ear-tips

Remove the ear-tip from the earwire.

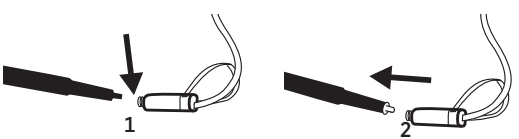
NOTE
With some instant ear-tip types, the wax guard can also be changed without first removing the ear-tip from the earwire. If in doubt, consult your hearing care professional.

Procedure:

1. Insert the removal hook into the used wax guard placed in the sound outlet.
2. Pull the wax guard straight out.

Custom receiver ear-tips/earmolds

Instant receiver ear-tips

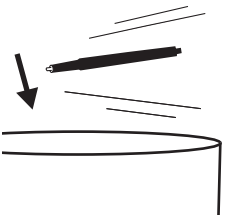


Now turn the holder around so that the used wax guard is away from the receiver and the new one is in position to be inserted.

3. Insert the holder into the opening of the sound outlet and gently press the wax guard onto the receiver.
4. Pull the holder straight out. The new wax guard will automatically detach from the holder. Press the receiver/ear-tip gently against a flat surface to ensure that the wax guard remains in place.

Custom receiver ear-tips/earmolds

Instant receiver ear-tips



Discard the holder with the used wax guard.

The frequency with which the wax guard should be changed varies from one individual to another.

If you have any questions regarding your wax guard, please contact your hearing care professional.

WARNING

If the wax guard fits loosely, discard it and insert another. If the wax guard becomes dislodged while the ear-tip is placed in the ear canal, please contact your physician. Do not try to remove the wax guard from your ear canal yourself.

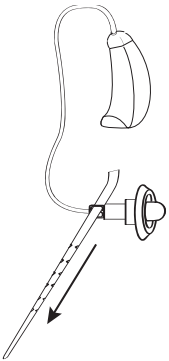
THE ANCHOR

Loose anchor

CAUTION

We do **not** recommend wearing the hearing aid without the anchor with the **open** ear-tip or the **tulip** ear-tip solution. If the hearing aid is not secured by the anchor, it may fall off your ear and be lost. With the **flex** ear-tip, the anchor should only be used if this is necessary to further secure the ear-set/hearing aid. The anchor is not used with the **double** ear-tip or custom ear-tips.

The anchor is supplied separately from the rest of the ear-set and can be used in different ways. Firstly, we show how the anchor can be used without prior trimming:



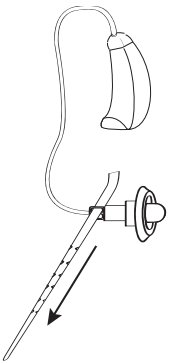
The illustrations show a hearing aid with an an instant open receiver ear-tip but the same procedure is used with a tulip ear-tip and a flex ear-tip.

Pull the pointed end of the anchor through the upper hole on the receiver located at the end of the earwire. The angled grip should be pointing towards the hearing aid.

Continue pulling until the anchor is stopped by the grip at the end.

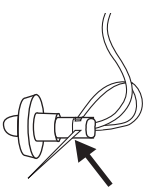
Your ear-set is now ready for use and is positioned so that it rests comfortably in your ear.

The anchor can also be trimmed to fit your ear:



Pull the pointed end of the anchor through the upper hole on the receiver located at the end of the earwire. The angled grip should be pointing towards the hearing aid.

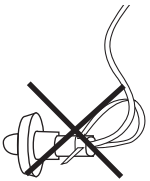
Continue pulling until the anchor is stopped by the grip at the end. Now turn the ear-set around.



Then guide the pointed end of the anchor through the lower hole to form a loop.

When the loop is the correct size, cut any excess off, leaving only the loop.

The anchor loop has the correct size when it supports the position of the ear-tip in the ear canal, and the ear-set sits securely in and on the ear.



Take great care to cut off all the excess so that the end of the anchor loop is flush with the small hole and there are no sharp edges. Use the tip of your finger to check for sharp edges. If part of the anchor sticks out through the hole, creating an uneven surface, this may cause irritation of the ear.

THE ANCHOR

Integrated anchor

Instant ear-tips
The anchor is not used for an instant **double** ear-tip solution and should be completely cut off.

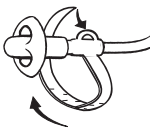
For the **open** ear-tip and **tulip** ear-tip solution, the anchor can be used without prior trimming.

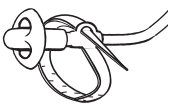
If trimmed, it should form an appropriately sized loop to ensure the comfortable retention of the ear-tip in the ear canal. There are several ways of doing this:

The illustrations show a hearing aid with an instant open ear-tip, but the same procedure is used with a tulip ear-tip.

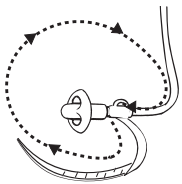
Example 1

Pull the tip of the anchor through the small hole on the side of the tubing.



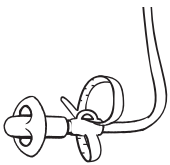


When the loop is the correct size, cut off any excess with scissors or similar.

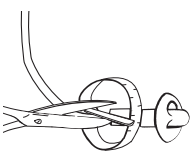


Example 2

Loop the anchor in the direction indicated by the dotted line and arrows.



Guide the tip of the anchor through the small hole on the side of the tubing as illustrated to form a heart-shaped loop.



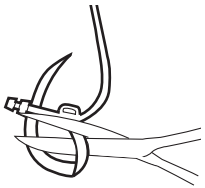
When the loop is the correct size, turn the ear-set around and cut off any excess with scissors or similar.

General information:
Make sure that the end of the anchor loop is flush with the small hole and there are no sharp edges. Use the tip of your finger to check for sharp edges.

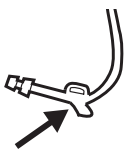
If part of the anchor sticks out through the hole, creating an uneven surface, this may cause irritation of the ear.

Custom ear-tips

With the custom ear-set solution only 2 mm of the anchor is used.



Trim the anchor so there is approximately 2 mm left. It is important to leave the 2 mm intact as it helps keep the custom ear-tip correctly positioned.



The tubing should look like this when you have trimmed the anchor.

TROUBLESHOOTING

Ear-tips and earmolds with an earwire

The following pages contain some advice on what to do if your hearing aid malfunctions or fails to perform satisfactorily. If the problems persist, contact your hearing care professional. The advice relates only to the ear-set. Please also see the user instructions for your hearing aid.

The hearing aid is completely silent

The wax guard is blocked
Change the wax guard

The earwire is broken
Contact your hearing care professional

The hearing aid volume is not powerful enough

The wax guard is blocked
Change the wax guard

The hearing aid whistles continuously

The earwire is yellow or stiff
Contact your hearing care professional

The ear-tip/earmold is not correctly placed in your ear canal
Take the ear-tip/earmold out and reinsert it. If the problem persists, contact your hearing care professional

The ear-tip/earmold fit is too loose
Contact your hearing care professional

The receiver is not adequately secured in the ear-tip
Instant ear-tip: Replace the ear-tip. If the problem persists, contact your hearing care professional
Custom ear-tip: Contact your hearing care professional

If the earmold is uncomfortable to wear

Your outer ear or ear canal is sore
It is important that first-time users only wear the hearing aid for short periods of time at the beginning. The skin in the ear canal is very thin and may swell a bit because of the pressure from the hearing aid. Take 2-3 weeks to gradually get used to the hearing aid. If the soreness continues, contact your hearing care professional.

TROUBLESHOOTING

Ear-tips and earmolds with a tube

The following pages contain some advice on what to do if your hearing aid malfunctions or fails to perform satisfactorily. If the problems persist, contact your hearing care professional. The advice relates only to the ear-set. Please also see the user instructions for your hearing aid.

The hearing aid is completely silent or its volume is not powerful enough

The sound outlet is blocked
Earmold: Clean the blocked sound bore
Instant ear-tip: Clean or replace the ear-tip
Custom ear-tip: Clean the ear-tip

The hearing aid whistles continuously

The tubing is yellow, stiff or broken
Replace the tubing

The ear-tip/earmold is not correctly placed in your ear canal
Take the ear-tip/earmold out and reinsert it. If the problem persists, contact your hearing care professional

The ear-tip/earmold fit is too loose
Contact your hearing care professional

Earmold: The tubing often comes off the earmold or hearing aid hook
Replace the tubing

Earmold: The hook is cracked
Contact your hearing care professional

MAINTENANCE

The hearing aid is a valuable object and should be treated with care. Here are some things you can do to prolong the life of your hearing aid:

CAUTION

- Turn off your hearing aid when it is not in use. Remove the battery if the hearing aid will not be used for several days.
- When the hearing aid is not in use, keep it in its case in a cool, dry location out of reach of children and pets.
- Do not expose the hearing aid to extreme temperatures or high humidity. Make sure to dry the hearing aid thoroughly after heavy perspiration such as that which may occur during intense physical activity, e.g. playing sports.
- Avoid dropping your hearing aid – perform cleaning and battery changes while holding the hearing aid above a soft surface.
- Do not wear your hearing aid while in the shower or swimming, or when using a hair dryer, perfume, hair and body sprays or gels such as suntanning lotions or creams.
- In environments with high humidity, a drying kit may be used daily to reduce the amount of moisture inside the hearing aid. See the instructions enclosed with the drying kit .

Hearing aids, accessories and batteries should not be disposed of with normal household waste. Please consult your national Widex distributor for advice on how to dispose of these items.

CE 0459

Manufacturer
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Denmark • www.widexusa.com

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